GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:148
ANSWERED ON:27.07.2016
MoU with CFTRI for Hygienic Products
Mahadik Shri Dhananjay Bhimrao;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has signed any Memorandum of Understanding with the Central Food Technological Research Institute (CFTRI) in procuring technology for hygienic food products and services for the train passengers and if so, the details thereof;
(b) whether the Government and CFTRI has also agreed to finalise the list of products and services for which CFTRI would provide technology to Indian Railway Catering and Tourism Corporation (IRCTC) and if so, the details thereof;
(c) the time by which the MoU is likely to be implemented; and
(d) the other steps taken by the Government to provide safe, nutritious and hygienic food to the railway passengers?

Answer

MINISTER OF RAILWAYS
(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 148 BY SHRIMATI SUPRIYA SULE AND SHRI DHANANJAY MAHADIK TO BE ANSWERED IN LOK SABHA ON 27.07.2016 REGARDING MOU WITH CFTRI FOR HYGIENIC PRODUCTS

(a) to (c): Yes, Madam. A Memorandum of Understanding (MoU) has been signed on 27.06.2016 between Indian Railway Catering and Tourism Corporation (IRCTC) and Central Food Technological Research Institute (CFTRI), Mysore for transfer of technology to provide hygienic food products and services to train passengers. The MoU will be valid for a period of one year. IRCTC and CFTRI have also agreed to finalize the list of products and services for which technology transfer is required from CFTRI for implementation by IRCTC on mutually agreed terms and conditions.

(d): Monitoring of catering services & redressal of complaints is an ongoing exercise. Further, steps taken to improve the quality of food in Railways inter-alia include: (i) Phased introduction of station based e-catering at all A1 and A category stations for widening the range of options available to passengers for ordering food of their choice. (ii) Introduction of precooked food ('ready to eat' meals). (iii) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (iv) Imposition of penalties in case of deficiencies detected in services. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services (vi) A Twitter handle with the address @IRCATERING has also been made operational to cater to the complaints/suggestions with regard to catering services (vii) Technology transfer agreement with Defence Food Research Laboratory (DFRL), Mysore for ready to eat products has also been signed to provide safe, nutritious and hygienic food for the Railway passengers.

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